

## **REFUND POLICY**

**Save the Children, India has instituted a refund policy to ensure fair and transparent processing of requests for refund of donations.** Save the Children, India respects and honours the financial contributions made by individuals towards the most marginalised children in India. We take utmost care to process donations as per the instructions given by our donors, online and offline. At the same time, we also recognise that a donation may have been made erroneously or the donor may change his/her mind and cancel the donation.

Save the Children will respond to the donor within 2 working days of receiving a valid request for refund from the donor. The donor will have to send Save the Children a written request for a refund within 15 days of donating, to the email - [donorsupport@savethechildren.in](mailto:donorsupport@savethechildren.in). Donors need to keep the following points in mind while initiating a refund request:

1. Save the Children will examine each refund request and seek explanations from the donor. Donor details will be verified by seeking documents of proof (Pan No, Address) and donation (date of donation, amount of refund, mode of donation, transaction reference number and reason for refund).
2. If the tax exemption certificate has already been issued to the donor, the donor will have to return the original receipt to us and email a written declaration on [donorsupport@savethechildren.in](mailto:donorsupport@savethechildren.in) that the donor will not use 80G.
3. The refund process may take 15 to 20 working days depending on the availability of the information from third parties such as Payment Gateway, Banks, etc. through which transaction is done. Irrespective of the mode of donation, refund amount will be credited to donor's bank account only.

**Save the Children is not obliged to make refunds and may, in its discretion, decline any requests for refund of donations, particularly if a tax exemption certificate has been issued.**